TIMOTHY

Zambia Institute of Banking & Financial Services

BANKING AND FINANCE DIPLOMA

BF250: MANAGEMENT OF INFORMATION SYSTEMS

ZIBFS JUNE 2022

Date: 6TH JUNE 2022 **Time: 09.00HRS – 12.00HRS**

Time Allowed: 3 Hours + 15 Minutes

INSTRUCTIONS TO CANDIDATE:

1. This paper contains **Seven** questions. Answer **QUESTION ONE** and any **FOUR** questions in this paper.
2. Clearly Indicate the attempted questions on the answer booklet
3. Number each answer clearly in the left margin
4. Start each answer on a new page
5. Marks for each question are indicated at the end of the question
5. Total marks: 100

DO NOT TURN THIS PAPER UNTIL TOLD TO DO SO

QUESTION 1 (Compulsory)

Illustrating your answer with the aid of diagrams, explain any FIVE (5) computer network topologies, giving advantages and disadvantages of each.

[Total marks = 20]

QUESTION 2

Explain the following Information Technology terms as they are applied to Management giving examples where appropriate:

(i) Unstructured Information
(ii) Semi structured Information
(iii) Structured Information
(iv) OAS
(v) KWS and MSS / MIS

(4 * 5 = 20 marks)
[Total marks = 20]

QUESTION 3

Suppose your company has an e-commerce Website for selling different types of goods and services. Discuss the followings:

(a) Ethical concerns associated with storing and analysing user data? **(10 marks)**
(b) Security threats, challenges and vulnerabilities that face this Web site and how to minimize them. **(Threats, Risks and Attacks)** **(10 marks)**

[Total marks = 20]

QUESTION 4

(a) With examples of possible Information Systems, discuss how Information Systems Support the Steps in Decision Making (i.e. intelligence, Alternative formulation, Choice, Implementation, and Review).
(10 marks)

(b) Explain using appropriate examples the following facets: **INTERNET, INTRANET** and **EXTRANET**
(10 marks)

[Total marks = 20]

QUESTION 5

List and describe the phases in the systems development life cycle (SDLC) **[Total marks = 20]**

ZIBFS JUNE 2022

QUESTION 6

(a) List and explain any SIX good characteristics of databases **(6 marks)**

(b) Define and distinguish between DATABASE and DATABASE MANAGEMENT SYSTEM (DBMS) **(4 marks)**

(c) List and explain any FOUR advantages and FOUR disadvantages of using a database system **(8 marks)**

(d) Draw and clearly label the components of a Database System **(2 marks)**

[Total marks = 20]

QUESTION 7

Software can either bought Off the Shelf or can be custom made for end user to fit the users requirements. What do the terms "Bespoke Software" and "Off the shelf Software" mean? Outline **four (5)** advantages and **four (5)** advantages and disadvantages of each of the above software.

[Total marks = 20]

END OF EXAMINATION

ZIBFS JUNE 2022